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March | 2006

PULASKI COUNTY MEDICAL SOCIETY

NEWS

When you think professional, ethical, quality healthcare, think physicians of Pulaski County Medical Society.

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HIPAA and Health Plan Complaint Forms

Six years ago, the AMA established an information clearinghouse through its online Health Plan Complaint Form (HPCF) for physicians to register complaints about unfair business practices that they encounter with health plans and third party payers. In conjunction with this effort, three years ago the AMA established the Health Insurance Portability and Accountability Act (HIPAA) Complaint Form (HIPAACF) for physicians to register complaints relating to health plans or other entities that were non-compliant with provisions of the HIPAA Transaction and Code Set Standards.

Modifications have been made to both forms that take into account changes in the marketplace, such as recent mergers and acquisitions, as well as the greater level of complexity that has been introduced into the physician practice. In addition, these recent and necessary changes reflect the full implementation of HIPAA and Medicare Advantage plans that have had a dramatic impact on the administration of the physician practice. These new forms will capture information on emerging issues, as well as more detailed information on continuing concerns identified by physicians.

Some of the current changes/modifications to the forms include:

- Complete listing of Medicare Advantage plans and Health Savings Accounts (HSA);
- Expanded listing of state and federal agencies alerted regarding complaints;
- Further determination of payment by health plans;
- Specific hassles regarding pay for performance or other incentive-based payment programs;
- Identification of reassignment of Current Procedural Terminology (CPT®) codes; and
- Reduction of health plan and clearinghouse options as a result of recent mergers and acquisitions.

The HPCF and the HIPAACF have been valuable advocacy tools in identifying current trends in practice management that have resulted from expansion of health insurance and managed care market practices.

Continued on page 2



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Continued from page 1

Both of these advocacy forms continue to be available online through the AMA Web site at: www.ama-assn.org/go/clickandcomplain.

PCMS 2006 Membership Directory

The new directories are expected to be ready for distribution by April 15, 2006. We will deliver the large clinic groups and mail the remainder. **All physicians (who are members of the Pulaski County Medical Society) will receive a FREE copy.** Clinics and hospitals may order extra copies for \$10 a piece. All others will be charged \$15.

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April 19 Clinic Manager Meeting to Feature Attorney Allen Dobson Topic — Hiring & Firing

Back by popular demand! Responding to last year's success of the legal Q&A session, we are scheduling several seminars throughout 2006. The first will be at 2 p.m. on April 19.

Allen Dobson from Cross, Gunter, Witherspoon, & Galchus has graciously agreed to return and present a seminar on "Legalities of Hiring and Firing." We are pleased to have Mr. Dobson back, and also would like to welcome him and his firm as a new member of the PCMS Preferred Vendor/Discount Pricing Program. We urge all members to utilize their services beyond the free seminars.

The **Hiring and Firing Seminar** is scheduled for our Clinic Manager Meeting on Wednesday, April 19, 2006 from 2:00 - 4:00 p.m. in the 8th floor conference room of the Doctors Building at 500 South University. Seating will be limited. We will send confirmation requests/reservations to all clinic managers. Please reserve your spot quickly!

Contact Brent Stane (PCMS Consultant) with any questions at 501-590-6517 or brent@pulaskicms.org.

Transmitting Electronic Data to the INC

The INC (Immunization Network for Children) will accept electronic data from providers, providing that the information is submitted in the following manner:

- Providers must have Internet access.
- Since the INC is a Web-based application, you will need reliable Internet access, preferably with a dedicated connection, to access the INC. A modem connection will also work, but will perform more slowly. Using modem access with a cellular phone is not recommended. This type of connection is expensive and too unreliable to support a Web application.

The following are minimum hardware requirements for accessing the INC: Pentium 100 MHz computer (500 MHz or higher recommended); 32 MB RAM (64 MB or higher recommended).

- THE SOFTWARE VENDOR FOR THE PROVIDER MUST SET UP THE LINK FOR DATA EXCHANGE WITH THE INC. Currently INC only supports data exchange through the User Interface. It is a secure process and meets HIPAA security requirements.

The provider organization has to be set up as an organization in INC and there must a user set up with the role of data exchange. ADOH staff sets up the organization to be able to submit data exchange. Testing needs to occur to

ensure the organization can submit a successful transmission. Once testing is complete, ADOH will allow the organization to submit transmissions in production. We need to know from the provider how often they plan on submitting transmissions (i.e. weekly, daily, or monthly) and if the transmission is single direction or bi-directional.

For more information contact: THE INC HELPDESK # 1-800-574-4040 or EMAIL: inchelpdesk@healthyarkansas.com

Preferred Vendor/Discount Pricing Program New Vendor Agreement Update

We welcome new vendors to the PCMS Preferred Vendor/Discount Pricing Program. Any PCMS member, or facility owned by a member, can take advantage of the great service and savings that our program provides.

Cross, Gunter, Witherspoon, & Galchus - Attorneys at Law

Providing expertise in employee workforce issues, human resource and labor legal services at a flat discounted hourly rate. Attorney Allen Dobson will also be giving several free seminars at our clinic manager meetings this year. Contact: Allen Dobson 501-371-9999 adobson@cgwg.com or visit their website at www.cgwg.com.

Datamax

Copier, Scanner, fax, business machine, document solutions. (Sales and service).

Providing a cost + 10% arrangement for all PCMS member facilities! Contact: Ken Allison 501-603-3034 kallison@datamax-lr.com or visit their website at www.datamaxarkansas.com.

Datamax Micro

Computer, PC, Network, Data solutions. (Sales and service). Cost + 10% arrangement on sales and huge savings on maintenance, network monitoring, etc. Contact: Renee Carruthers 501-603-3047 rcarruthers@mctweb.net or website www.datamaxarkansas.com.

ADP – (Automated Data Processing)

Payroll Services – Employee Benefits Processing/Withholding. Offering PCMS member facilities a 20% discount on all services! Contact: Craig Boes 501-258-0636, craig_boes@adp.com or website www.adp.com.

PRN Transcription

Discounted rates and great service on digital transcription. Contact: Paula Masters 870-630-2088

joepaula@swbell.net or website www.prntranscription.net

For a complete list of all vendors now associated with the PCMS Preferred Vendor/Discount Pricing Program or with any questions, contact Brent Stane (PCMS Consultant) at 501-590-6517 or brent@pulaskicms.org.

Calendar of Meetings and Events

- April 18 PCMS Board of Directors Meeting
6:00 p.m.,
Doctors Building Conference Room
- April 19 Clinic Managers Meeting, 2-4 p.m.,
Doctors Building Conference Room
8th floor, "Hiring & Firing,"
Allen Dobson, attorney-at-law,
Cross Witherspoon, Galchus, P.C.
- April 19-20 Arkansas Health Summit
Association of Arkansas Counties,
314 S. Victory St.
- April 25 Pulaski County Medical Exchange
Board of Directors Meeting
5:30 p.m., Doctors Building
Conference Room



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Pulaski County Medical Society News

Welcome New Members

Jasen C. Chi, MD (Rheumatology)
Ellen Lu, MD (Internal Medicine)

In Memorium

Henry Hearnberger, MD
Thomas D. Honeycutt, MD

- Medical Office Secretary needed for a busy Neurology Clinic. Must have medical office experience. Experience a plus in entering charges, scheduling appointments, communicating with patients, managing a doctor's schedule, insurance verification and precertification. Knowledge of Medical Manager software is helpful but not required. Good benefit package with Baptist Health offered. F/T M-F 8am-4:30 pm. Office located in LR near Baptist. Call Patty at 227-4750 X 305 or fax 501 975-2223

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